

TERMINAL DISCLAIMER UNDER 37 C.F.R. § 1.321(c)

The undersigned attorney represents that the undersigned attorney is the attorney of record for the above-referenced patent application.

The assignee of the entire right, title, and interest in and to the above-referenced patent application is Aspect Telecommunications ("assignee"),
(Name of Assignee)

a California corporation having a place of business at
(State of Incorporation)

1310 Ridder Park Dr., San Jose, CA 95131

(Address)

The terminal part of any patent granted on the above-identified application that would extend beyond the expiration of the full statutory term of

____ United States Patent No. _____, entitled

_____, and dated

_____, as presently shortened

by any terminal disclaimer,

x any patent granted on application number 08/920,669

is hereby disclaimed, except as provided below, and it is agreed that any patent so granted on the above-identified application shall be enforceable only for and during such period that the legal title to said patent shall be the same as the legal title to

____ United States Patent No. _____

x any patent granted on application number 08/920,669

this agreement to run with any patent granted on the above-identified application and to be binding upon the grantor, its successors, or assigns.

No disclaimer is being made as to any terminal part of any patent granted on the above-identified application prior to the expiration of the full statutory term of

____ United States Patent No. _____, as presently
shortened by any terminal disclaimer,

 x any patent granted on application number 08/920,669
in the event that it later expires for failure to pay a maintenance fee, is held
unenforceable, is found invalid, is statutorily disclaimed in whole or terminally
disclaimed under 37 C.F.R. § 1.321(a), has all claims canceled by a reexamination
certificate, is reissued, or is otherwise terminated prior to expiration of its statutory term
as presently shortened by any terminal disclaimer, except for the separation of legal title
stated above.

Enclosed is a check for \$ 110.00 for the fee under 37 C.F.R. § 1.20(d).

Please charge Deposit Account No. 02-2666 for any fee deficiency that may be
due. A duplicate of this Terminal Disclaimer is enclosed for Deposit Account charging
purposes.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

By: Mark R. Vatuone

Dated: 10/13/03

Name: Mark R. Vatuone
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